

APPENDIX 4

Hazard Control Section

APPENDIX 4

Case Study Problem-Solving Matrices for Administrative Work Areas.

This Appendix includes:

- a sample completed Corrective Actions List; and
- 11 case studies.

**CORRECTIVE ACTION LIST
(ADMINISTRATIVE WORK AREAS)**

Select the corrective action from the **case studies** pages paying particular attention to the body regions that are primary and secondary concerns. Place a ✓ in the appropriate boxes below as you select from each case study.

Job Factors

Corrective Action	Action Selected		Implementation Reference (Appendix 5)
	Minor	Major	
1. Alternate between sitting and standing			
2. Alternate grips for pen to help reduce gripping force			
3. Angle telephone base slightly			
4. Angle work surface to bring work closer to the body and the eye			
5. Center numeric pad or calculator in front of body			
6. Check eyes and correct for visual disorders			
7. Clean screen regularly			
8. Close blinds or curtains			
9. Cover or turn out under cabinet lighting			
10. Direct task light away from screen and eyes			
11. Group frequently used items together for convenient retrieval			
12. Improve character size and style on document and monitor			
13. Incorporate health comfort strategies <ul style="list-style-type: none"> • alternate tasks • stretch • take rest pauses 			
14. Install adjustable forearm rest			A.5.2.1
15. Install alternative mouse			
16. Install anti-glare screen		X	
17. Install larger keyboard tray			
18. Install palm rest		X	A.5.2.6
19. Install palm support entire			A.5.2.6

Job Factors

Corrective Action	Action Selected		Implementation Reference (Appendix 5)
	Minor	Major	
length of drafting table			
20. Install parabolic louvers to direct light down on the surface		X	
21. Install push button phone			
22. Investigate use of alternative calculator/keyboard			A.5.2.9
23. Kneel to access lower level of photocopier			
24. Kneel to access low level shelves			
25. Locate frequently retrieved items between knee and shoulder height			
26. Locate heavy items between knee and waist level			
27. Locate sorting piles near work surface edge			
28. Lower chair			
29. Lower items below shoulder height			
30. Lower keyboard tray or work surface	X		
31. Lower light levels			
32. Lower sort shelves below shoulder height			
33. Move chair closer to surface edge			A.5.1.4
34. Move items closer to body			
35. Move items in work zone	X		
36. Move keyboard forward so forearms rest evenly on surface			
37. Move microscope closer to edge			
38. Move microscope forward so forearms rest evenly on surface			

Corrective Action List (Administrative Work Areas) Cont'd

Job Factors

Corrective Action	Action Selected		Implementation Reference (Appendix 5)
	Minor	Major	
39. Move monitor from underneath shelves			
40. Move monitor out from under cabinet lighting			
41. Move mouse/keyboard forward so forearms rest evenly on surface			
42. Move stapler closer to work surface edge			
43. Move telephone in work zone			
44. Orient paper by turning it so that area worked in is close to the body			
45. Periodically look away from microscope to change the task demand on the eye and focus on an object of varying distance			
46. Periodically look away from screen.			
47. Place binders on work surface			
48. Place hand when not dialing on worksurface or lap.			
49. Place keyboard and mouse on work surface			
50. Place keyboard/calculator /monitor onto larger surface			
51. Place microscope on larger surface			
52. Place monitor on alternative work surface			
53. Place monitor perpendicular to window			
54. Position body closer to work			
55. Position desk perpendicular to the window			
56. Position document at a comfortable			

Job Factors

Corrective Action	Action Selected		Implementation Reference (Appendix 5)
	Minor	Major	
viewing distance for larger blue prints by folding document or loosely rolling			
57. Position document on document support same height and angle as monitor. If document is handled, flipped or written on, a slightly inclined surface is preferred. Place document on side of dominant eye.	X		
58. Position monitor 18 - 30 " (45.7 - 76.2 cm.) from eyes			A.5.1.5
59. Position monitor appropriately. -For drawing work, so that eye level is at mid-screen . - For non-drawing tasks, the primary work area on the screen should be just below eye level. - For bifocal user, so that the neck is upright, not tilted (usually directly on the work surface) <ul style="list-style-type: none"> • place on monitor blocks • place monitor on hard drive • place monitor on work surface 	X		A.5.1.5
60. Position monitor between overhead lights			
61. Position monitor in front of body			
62. Position monitor so eyes are mid level on screen			
63. Position mouse next to keyboard	X		
64. Position mouse next to keyboard at same height			

Corrective Action List (Administrative Work Areas) Cont'd

Job Factors

Corrective Action	Action Selected		Implementation Reference (Appendix 5)
	Minor	Major	
65. Position numeric pad in front of monitor			
66. Position tablet in primary zone			A.5.2.2
67. Program macro keys to reduce keying			
68. Properly maintain carts			
69. Provide additional staff			
70. Provide adequate storage			A.5.2.3
71. Provide alternative work surface layout			A.5.2.2
72. Provide anti-fatigue mats			
73. Provide appropriate cart			
74. Provide appropriate document holder			A.5.2.5
75. Provide back support			
76. Provide footrest			A.5.2.4
77. Provide larger work surface		X	A.5.2.2
78. Provide proper chair			A.5.2.1
79. Provide screen hood/visor		X	
80. Provide standing work station			
81. Provide stapler with longer, level arm			
82. Provide task light			A.5.2.8
83. Provide telephone headset			
84. Raise arm rest(s)			A.5.1.4
85. Raise chair	X		A.5.1.4
86. Raise desk with 1 - 2 "blocks"			
87. Raise keyboard or work surface			A.5.1.3
88. Redesign job			
89. Remove clutter from under work surface			
90. Remove or lower armrests			A.5.1.4

Job Factors

Corrective Action	Action Selected		Implementation Reference (Appendix 5)
	Minor	Major	
91. Rotate staff members between tasks			
92. Stand up and reach for items positioned above desk or in reference zone.	X		
93. Tilt monitor down so it is parallel to floor	X		A.5.1.5
94. Train worker to properly adjust chair	X		
95. Train proper body mechanics/posture			
96. Train proper keying style	X		
97. Train proper microscope technique			
98. Train proper mousing style			
99. Train use of available footrest			
100. Use a flat staple remover with a power grip rather than a pinch grip			
101. Use an available telephone headset			
102. Use automatic stapler			
103. Use available alternative work surface			
104. Use available cart to move boxes, files etc.			
105. Use available chair with adjustable armrest(s) for forearm support			A.5.1.4
106. Use height adjustable armrests to support the forearm			A.5.1.4
107. Use keyboard tray that accommodates mouse, keyboard and palm support			
108. Use Larger stapler with longer level arms			

Corrective Action List (Administrative Work Areas) Cont'd

Job Factors

Corrective Action	Action Selected		Implementation Reference (Appendix 5)
	Minor	Major	
109. Use proper cart to move files			
110. Use proper footwear			
111. Use step stool to access high level shelves			
112. Use task specific lens			
113. Use well-fitting gripper gloves to pull files			

Environmental Factors

Corrective Action	Action Selected		Implementation Reference (Appendix 5)
	Minor	Major	
1. Close doors when possible to reduce noise	X		
2. Complete a space plan			
3. Eliminate/reduce loud radios, p.a. announcements and phone signals (ringers)			
4. Install acoustical panels		X	
5. Install printer covers to isolate noise			
6. Install separate air conditioning units when possible			
7. Install wall panel(s)			
8. Minimize clutter on desk/worksurfaces			
9. Open doors/windows			

Environmental Factors

Corrective Action	Action Selected		Implementation Reference (Appendix 5)
	Minor	Major	
when possible			
10. Provide adequate storage			
11. Provide portable fan(s)			
12. Provide portable heater(s)			
13. Rearrange desk/worksurfaces			
14. Rearrange workarea to avoid face-to-face workstations			
15. Redesign work areas			
16. Redirect air conditioning units and/or fans		X	
17. Relocate workstation away from air vents		X	
18. Remove unnecessary boxes from workareas and/or walkways			
19. Use air-conditioning when provided			
20. Use heavier clothing when possible			
21. Use lighter clothing when possible			
22. Vent portable air conditioners and other heat producing equipment to outdoors when possible			